

## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

APPLICANT: Kevin E. Mahaffy et al.

SERIAL NO.: 09/657,719

GROUP ART UNIT:

FILED: Sept. 8, 2000

EXAMINER:

FOR: A Point-Of-Sale Commercial  
Transaction Processing System  
Using Artificial Intelligence  
Assisted By Human  
Intervention

ATT'Y DOCKET: AAI-002

Honorable Commissioner of Patents  
and Trademarks  
Washington, D.C. 20231

I hereby certify that this correspondence is being deposited on  
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*David S. Jacobson*  
David S. Jacobson  
Reg. No. 39,235

*8/29/2000*  
Date

Sir:

Eighteen total claims, including four independent claims have  
been added. A check in the amount of \$322 for the additional  
claims is enclosed herewith.

PRELIMINARY AMENDMENT

Kindly add the following claims to the application prior to  
examination:

In the Claims:

Please add new claims 31-48, as follows:

31. (new) A method of processing a commercial transaction with a customer, comprising:

a) with an artificial intelligence (AI) processor, communicating with the customer; and

b) providing real-time human support to said AI processor for processing said communication.

32. (new) A method according to claim 31, wherein:

said real-time human support at least one of completes, corrects and verifies communications between said AI processor and the customer.

33. (new) A method according to claim 31, wherein:

said providing real-time human support establishes communication between said real-time human support and the customer.

34. (new) A method according to claim 33, wherein:

said providing real-time human support is substantially seamless, such that the customer remains substantially unaware of said real-time human support.

35. (new) A method according to claim 31, wherein:

said providing real-time human support transfers communication from between the customer and the AI processor to between the customer and the human support.

36. (new) A method according to claim 35, wherein:

said transfer is provided substantially seamlessly, such that the customer is substantially unaware of said transfer.

37. (new) A method according to claim 31, wherein:

said communicating by the AI processor is via an animated character.

38. (new) A method according to claim 37, further comprising:

interacting the character with the customer during said real-time human support.

39. (new) A method according to claim 31, wherein:

said interacting occurs at an interactive terminal.

40. (new) A method of processing a commercial transaction with a customer, comprising:

a) with an artificial intelligence (AI) transaction processor, communicating with the customer; and

b) transferring the communication from between the customer and the AI processor to between the customer and a human.

41. (new) A method according to claim 40, wherein:

said transferring is substantially seamless such that the customer is substantially unaware of the transferring.

42. (new) A method according to claim 40, wherein:

said communicating between the customer and the AI transaction processor and between the customer and the human is via an animated character.

43. (new) A method of processing a commercial transaction with a customer, comprising:

a) generating a character;

b) first animating the character based upon communication from a transaction processor to the customer; and then

c) second animating the character based upon communication from a human to the customer.

44. (new) A method of processing a commercial transaction with a customer, comprising:

- a) generating a character;
- b) with a processor, first interacting the character with the customer; and then
- c) with a human, second interacting the character with the customer.

45. (new) A method according to claim 44, wherein:

wherein the change from said first interacting to said second interacting is substantially seamless to the customer.

46. (new) A method according to claim 44, wherein:

said processor performs artificial intelligence routines.

47. (new) A method according to claim 44, further comprising:

d) after said second interacting, with a processor, third interacting the character with the customer.

48. (new) A method according to claim 47, wherein:

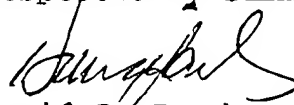
wherein transitions from said first interacting to said second interacting and from said second interacting to said third interacting are substantially seamless to the customer.

REMARKS

New claims have been added to more completely claim the invention.

It is submitted that the claims are in order for allowance, and prompt allowance is earnestly requested. Should any issues remain outstanding, the Examiner is invited to call the undersigned attorney of record so that the case may proceed expeditiously to allowance.

Respectfully submitted,



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August 28, 2001

Stamp acknowledges receipt by PTO of:

Preliminary  
Amendment and Remarks (6 pages)  
A check made out to the Commissioner of  
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